

Pengaruh internal service quality terhadap kepuasan kerja karyawan non teaching staff di sekolah xyz = The effect of internal service quality on job satisfaction non teaching staff employee at xyz school

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Abstrak

Penelitian ini bertujuan untuk menguji pengaruh internal service quality terhadap kepuasan kerja. Internal service quality diukur menggunakan delapan dimensi yang terdiri dari tools, policies and procedures, teamwork, management support, goal alignment, effective training, communication, dan rewards and recognition (Hallowell dkk, 1997) sedangkan kepuasan kerja diukur menggunakan Michigan Organizational Assessment Questionnaire (Spector, 1997). Data penelitian dikumpulkan melalui survei kuantitatif dengan sampel sebanyak 55 karyawan NTS Sekolah XYZ yang menggunakan teknik total sampling.

Penelitian ini menggunakan analisis korelasi dan regresi sederhana. Hasil uji korelasi menunjukkan bahwa terdapat hubungan positif yang sedang antara internal service quality dan kepuasan kerja. Analisis regresi sederhana mengkonfirmasi bahwa internal service quality mempengaruhi kepuasan kerja. Dalam pembahasan juga didiskusikan hasil dan implikasi serta rekomendasi penelitian selanjutnya.

.....This study aims to examine the effect of internal service quality on job satisfaction. Internal service quality were used to measure by eight dimension that consist of tools, policies and procedures, teamwork, management support, goal alignment, effective training, communication, and rewards and recognition (Hallowell dkk, 1997) while job satisfaction were used Michigan Organizational Assessment Questionnaire (Spector, 1997). A quantitative survey was conducted on 55 NTS employees XYZ School with total sampling technique.

This study used correlation analysis and simple regression. The results uncovered that there was a moderate positive association between internal service quality and job satisfaction. The simple regression analysis showed that internal service quality affecting job satisfaction. The results and implications of the study were discussed and recommendations for future research.